HiMama

Your daily communication

himama

Little Diamond Nursery

What is HiMama?

- Easily capture and share your child's development so you'll never forget. From fun pictures and stories to developmental milestones. Communicate directly with the nursery and your child's teacher. With our school parent app, you will receive updates about your child directly to your phone.

- With HiMama you will never miss a moment.

-
  Show off your pictures with an automatic journal you can view anytime, anywhere.

- All of your child's memories and moments will be beautifully organized in a digital journal. You can manage all of the activities in HiMama on the web or share them with friends and family on the go with our mobile apps on iPhone and Android.

LOGGING IN

My child care provider just added me, what do I do next?

Once your daycare adds you on HiMama, you'll receive a *Welcome email* from us with instructions to create your HiMama account. If you've already received a Welcome email, click the link in the email to set up your login!

Missing your Welcome email? Do the following:

Check your inbox for an email from HiMama. (Don't forget to check your spam/junk folder!)

Can't find your Welcome email? Go to this site - https://www.himama.com/parents/request_invite, select option one "I am already receiving emails and/or childcare reports from HiMama". We'll send you a new invitation!

Not in our system? Contact admin and verify that they've entered the correct email without typos.

Where is data stored and is it secure?

HiMama data is stored on Amazon Web Services (AWS) cloud infrastructure. It is one of the most secure cloud computing environments available with highly secure data centers utilizing state-of the art electronic surveillance and access control systems, including 24x7 trained security guard protection. It is suited to run sensitive government applications and is used by over 300 U.S. government agencies, as well as the Navy, Treasury and NASA.
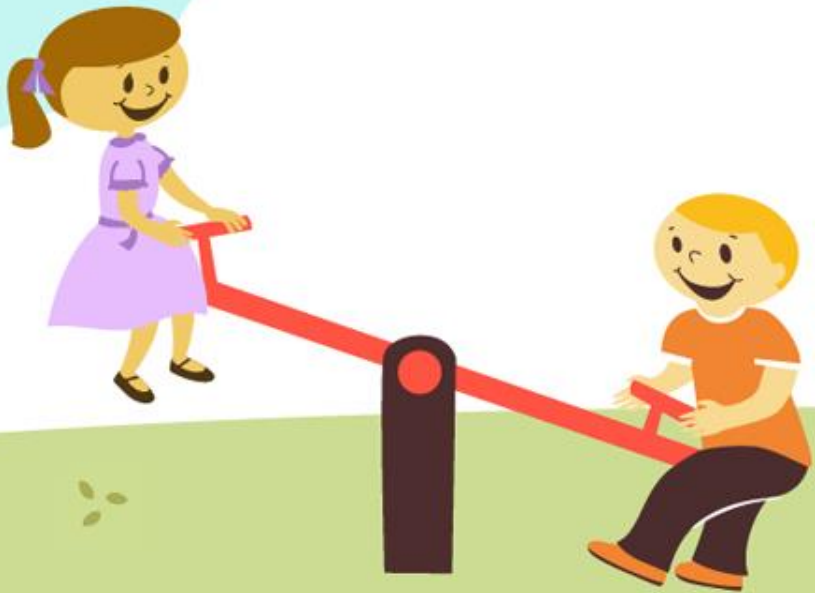
Who has access to my data and is it private?

HiMama takes privacy very seriously. All photos and videos of your child are posted only to your account and no one else can access this information without express consent being provided by you. All account passwords are encrypted for additional security.

What will I be getting out of this application?

Daily report

Parent Menu

HiMama

To see all that your child has been doing today and previous days
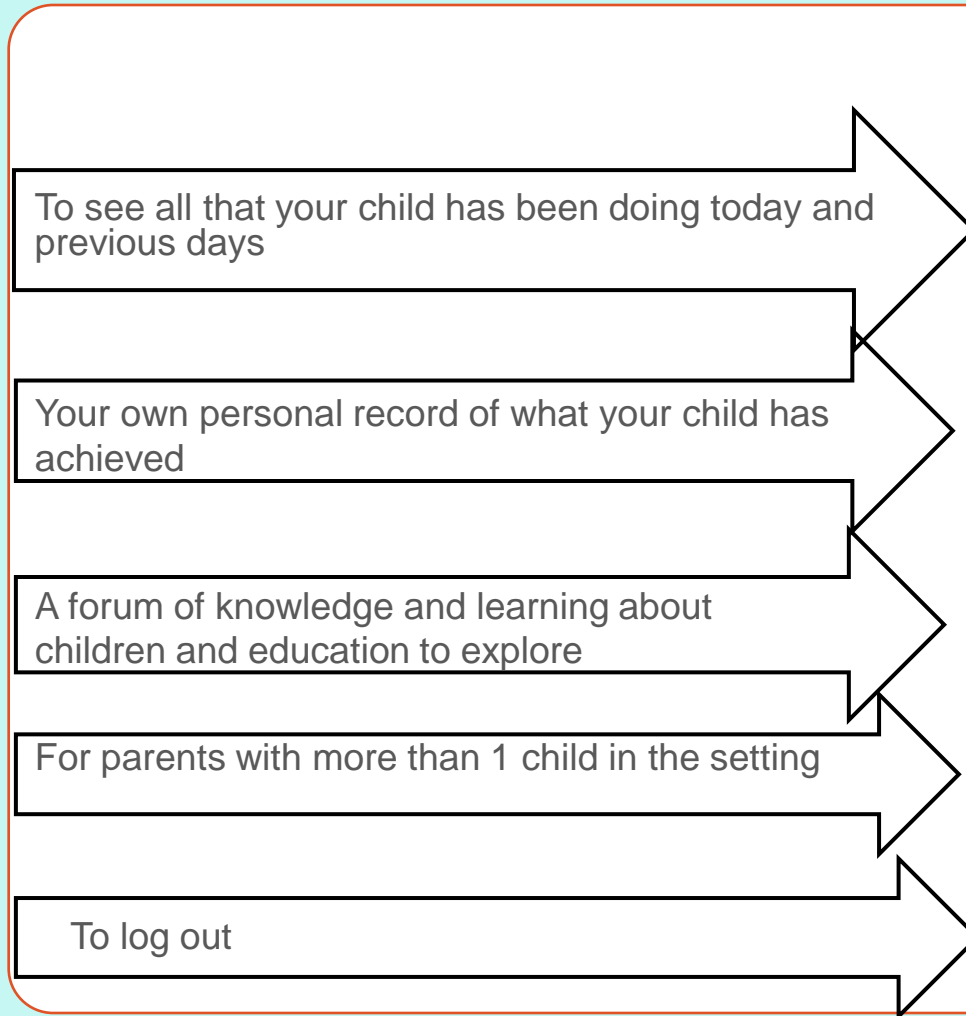
→ **Daily Reports**

Photo Albums ← You can make your own album of all your child's photos
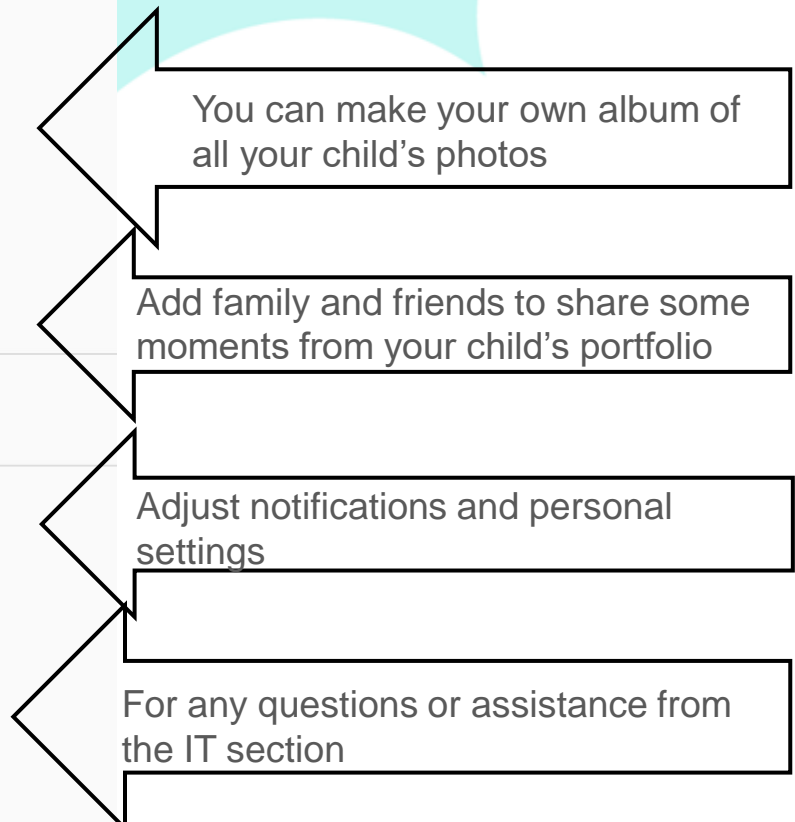
Your own personal record of what your child has achieved

→ **Milestones**

Crew ← Add family and friends to share some moments from your child's portfolio

A forum of knowledge and learning about children and education to explore

→ **HiQ**

User Settings ← Adjust notifications and personal settings

For parents with more than 1 child in the setting

→ **Manage Children**

Help ← For any questions or assistance from the IT section

To log out

→ **Log Out**

Adding Milestones for your child

Add an Entry

Add an entry to your private journal or to share with Crew. Note: Entries created here aren't shared with your center. *To share with your center, use the Message Center.*

Select Child

Test Child ▼

Date

Today 📅

Options

☐ Private 🔒
☐ Favorite ⭐
☐ Milestone 🔖

*Title

[   ]

Description

Options

☐ Private 🔒
☐ Favorite ⭐
☐ Milestone 🔖

*Title

[   ]

Description

[   ]

Photo or Video

Choose File | No file chosen

Create Activity

---

*Title

Testing

Description

Entry for activity

Photo or Video

❌

Preview
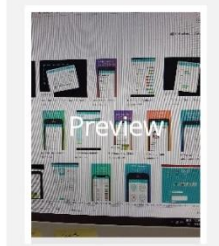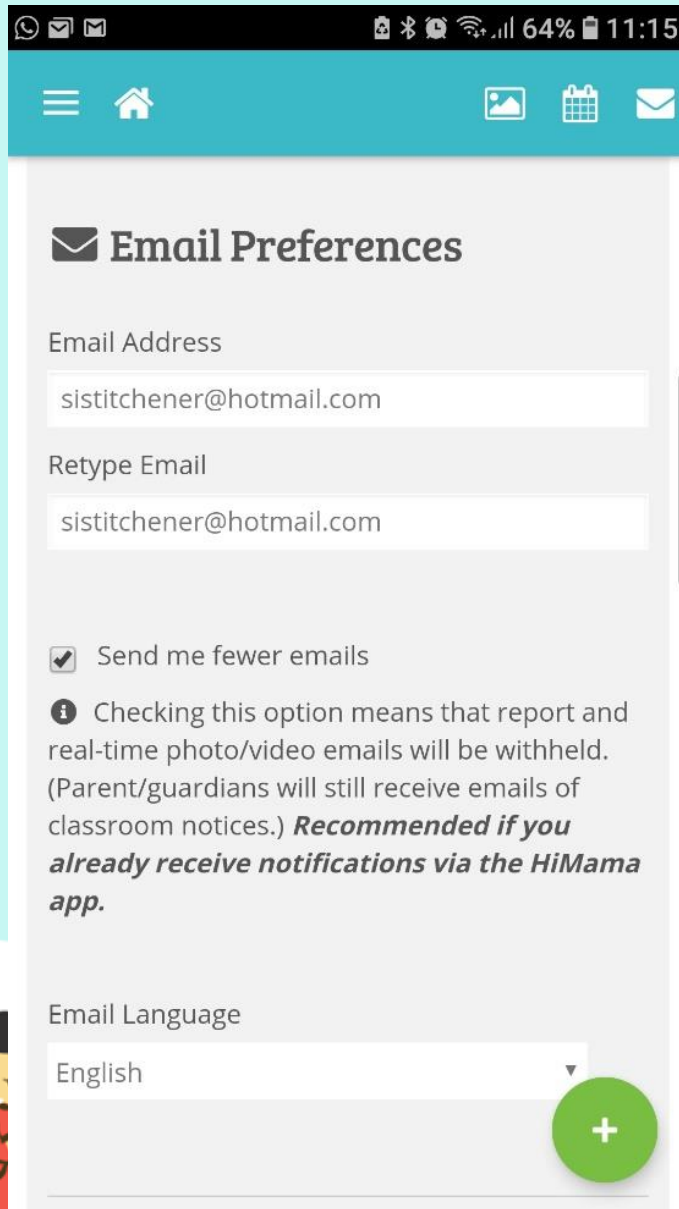
Create Activity

HiQ
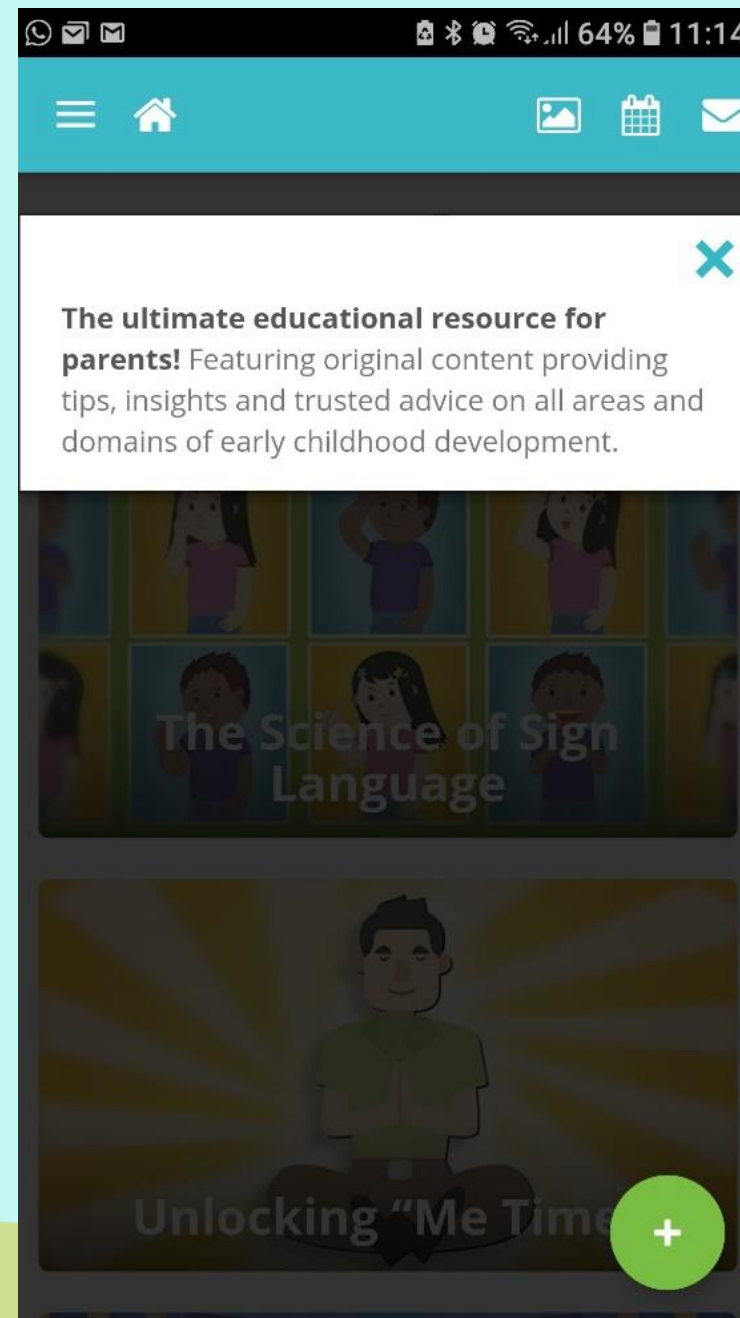
Settings

Email Preferences

Email Address
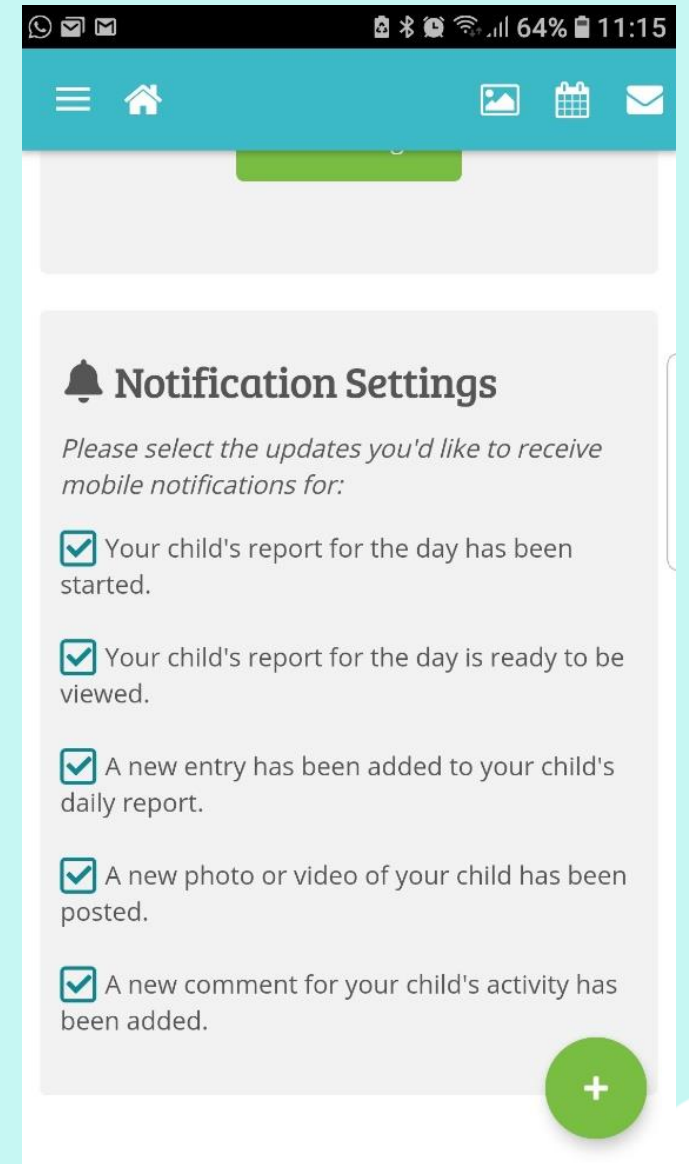
sistitchener@hotmail.com

Retype Email

sistitchener@hotmail.com

☑ Send me fewer emails

ⓘ Checking this option means that report and real-time photo/video emails will be withheld. (Parent/guardians will still receive emails of classroom notices.) **Recommended if you already receive notifications via the HiMama app.**

Email Language

English ▾

🔔 Notification Settings

Please select the updates you'd like to receive mobile notifications for:

☑ Your child's report for the day has been started.

☑ Your child's report for the day is ready to be viewed.

☑ A new entry has been added to your child's daily report.

☑ A new photo or video of your child has been posted.

☑ A new comment for your child's activity has been added.

Calendar

Screen 1

9 Monday

Arabic
math

art
Painting plates for Brown Bear art

gym
Yoga - introduction. Sun salutation & animal poses

literacy
Brown Bear Story, Story sequencing

science
Discuss animals in Brown Bear story. Explore animals in the science room

10 Tuesday

Arabic
literacy

Math
Sorting counting bears by color. Number puzzles

Screen 2

11 Wednesday

Arabic
library

literacy
Review Brown Bear Story

science
Discuss animals in Brown Bear story. Explore animals in the science room

12 Thursday

Arabic
Science

art
Bear Collage

gym
Musical movement

13 Friday
No schedule posted.

Screen 3

17 Tuesday
No schedule posted.

18 Wednesday
No schedule posted.

19 Thursday

🕐 8 AM
Blue Day
The first color day of the year. The children are encouraged to wear anything blue instead of the uniform for the day

20 Friday
No schedule posted.

21 Saturday
No schedule posted.

22 Sunday

Developmental milestones and growth

This will be in your child's portfolio and will show all the lessons and developmental steps that he/she is learning

We will be starting this very soon

Messages

Compose

Time	From	Subject
07:58 AM	Helen	Parent meeting
07:58 AM	Helen	Parent meeting
07:58 AM	Helen	Parent meeting
07:58 AM	Helen	Parent meeting
07:58 AM	Helen	Parent meeting
Aug 30	Helen, Classroom 1 Room	Hello (3)
Aug 30	Helen	recheck

Showing 1 to 7 of 7 entries

New Message

Child

Test Child ▼

Send to

◉ Director & Teacher   ○ Director Only

Subject

Message

Subject

Message

Attachment

Choose File   No file chosen

Send Message

Privacy

- **Who can see my photos and videos?**

- Photos and videos you add to the Journal are visible only to your child's Crew. If you mark an activity as 'Private', only those members of the Crew that you have given privileges to will be able to see these activities. They are identified on the Journal with a lock icon. The center cannot see what you have added, this is for your personal use only

- We take privacy seriously and will never share any photos or make them public without your explicit consent.

Who can see entries when I make them public?

- When you mark an entry as "public", that makes it available for your all of your child's Crew members to view. As opposed to private activities, which can only be viewed by Crew members with private access.

Troubleshooting

I can't log into my account.

- If at any point you're unable to log into your account, go here to reset your password: https://www.himama.com/users/password/new»

How do I change the email address that I get updates to from my child's daycare provider?

- Log into HiMama using your existing email. In the top right corner, select your name to access the drop-down menu, then select 'My Settings' to enter and confirm your preferred email address.

USING THE APP - Available on app Help section

What app should I be using?
Head to your device's app store and search for "HiMama - The Childcare App. Then log in with your email and password!

How can I send my child care provider a message?
Open up your HiMama app and look for the *envelope* icon.

Can I add to my child's journal without sharing with my daycare?
Yes! When in the app, simply select the *plus icon*. Choose if you'd like to share with Crew (more on Crew below) by unchecking "Private".

Why can't I see nap and meal information in real time like I can with other updates?

- We usually hide sleep and food information until the report is finalized at the end of the day. These updates can contain sensitive information, and this provides an opportunity for the teachers to confirm they haven't entered any inaccurate information to parents. If you'd like access to real-time naps and meals data, please discuss your preference for seeing this information in real-time with us.

What does it mean when the day's report says it's "not finalized"?

- While the daily report is a work in progress, teachers have the ability to edit the report's contents as needed to best reflect what's going on throughout the day. This means that until the end of the school day, once the teacher has a chance to fully review the reports, report information is subject to change and therefore not finalized.

How do I download my child's photos from HiMama?

- **ANDROID & iOS APPS**

- From the photo journal, tap on an image to expand it. Tap the "Download" button.

- **WEB PORTAL**

- After logging in, head to the "Entries" list for your child (from a child's photo journal, select the list icon in the top-left). Once on that page, you'll see a download icon () next to each photo. Selecting this icon will start an image download, or open the photo for you to save manually (right click and select "Save as...").

- *Please note; you cannot currently download more than one photo at a time.*

How do I download videos from HiMama?

- **WEB PORTAL ONLY**

- Within the web portal you can download the video in two ways: (1) From the journal, press to play the video. Tap on the three-dot menu icon and you should see the option to "Download". (2) After logging in, head to the "Entries" list for your child (from a child's photo journal, select the list icon in the top-left). Once on that page, you'll see a download icon () next to each photo. Selecting this icon will start an image download, or open the photo for you to save manually (right click and select "Save as...").

- *We are currently working on the ability to download videos within the iOS app. Hang tight!*

What's the "Crew"?

- The Crew is the close group of friends and family that you want to share updates with. This might include grandparents, aunts and uncles, or close friends, and might include those that aren't living close enough to see your child as much as they'd like.

Sharing with family - Crew

- **Instantly share your updates or keep them private.**

- Maybe you want to share a fun update with all your friends and family, or maybe you want to record notes from a private doctor's appointment for only you and your spouse. You choose the access that family and friends will receive. New content defaults to private so no need to hold back!

How do I add or remove people from the Crew?

- Open the app and head to the Crew page. Start adding! Each person you add will automatically receive an email from us inviting them to join HiMama and participate in activity sharing of your child.

- To remove a Crew member, simply select Edit for the member, check the "Remove User" box at the bottom of the page and hit submit.

Do I have to share everything with the Crew?

- Nope. Some moments just aren't meant to be shared with everyone. Maybe you want to keep a very special moment just between you and your spouse, or maybe you want to keep a log of your child's medical-related activities. Just mark these as 'Private' and only Crew Members with special privileges that you set will be allowed to see these.

Who can add and remove people from the Crew?

- Only Administrators can add family and friends to a child's Crew. If you want to know who's an Administrator of your child's account, visit their Crew page.

What does it mean when I make an activity "Private"?

- When an activity is marked as "Private" only those members of the Crew that you have given "Access Level: All photos" to will be able to see these activities by default. They will be identified on your child's Journal with a lock icon.

- **How do I get an answer to a question that's not in this presentation?**

- Good question!

- Just email support@himama.com.

Thank you!